

FAQ'S

Are REC-connect registrations secure?

Yes. The standard SSL encryption is used and all credit card transactions are encrypted and secure.

I would like to change my mailing or e-mail address or add a family member. How can I do this?

It is very important that we have current information in our database. Please contact the Community Services and Recreation Department at 623.222.2000 or email this information to recreation@surpriseaz.gov. Be sure to include the main contact's full name, your present address and home phone or email followed by your new location and or email address.

Can I register a child/person from another family?

We do not allow you to register someone from another family. All registrations must be made by family members only.

I am a Non-Resident, will I be able to register for programs and classes online?

Yes. The registration process is the same for both residents and non-residents. However, non-resident fees may be different from resident fees and registration start dates may also be different.

To view more FAQ's go to surpriseaz.com and click on REC-connect link and click on FAQ menu at the top of the page.



SURPRISE
ARIZONA

Community and Recreation Services
15960 N. Bullard Ave.
Surprise, AZ 85374

Website: surpriseaz.gov

Phone: 623.222.2000

Fax: 623.222.2001

E-mail: recreation@surpriseaz.gov



online
registration
reference
guide

community
&
recreation
services



SURPRISE
ARIZONA

surpriseaz.gov
623.222.2000

getting started



We are pleased to introduce Surprise **REC-connect!** Our Recreation Enrollment Center offers easy on-line access to browse or register for the City of Surprise's recreational activities 24 hours a day, 7 days a week.

To register, you will need your **Client ID, Pin Number and valid VISA or MasterCard**. If you are a new customer to the Community Services and Recreation Department, you will need to come in to the office with the following:

1. Name and birth date of any family members you wish to have on your account. (Please provide birth certificate for children.)
2. Home address. (Surprise residents will need to bring proof of residency).
3. Home phone number
4. Email address of main contact

Most activities will be available online in the future. The following activities will **NOT** be available for registration online:

- ADULT SPORTS
- PROGRAMS WITH A WEEKLY FEE
- TICKETS FOR SPECIAL EVENTS
- POOL PASSES



Now you are ready to go to surpriseaz.gov and click on the **REC-connect** logo to begin browsing for activities.



surpriseaz.gov

browsing for ACTIVITIES

CLICK ON THE ACTIVITIES TAB. Use the course number, or click on one of the brochure sections.

NOTE: Click on the **DETAILS** button to view specific details regarding that activity.

NOTE: To view only the activities available to register for online check the box next to "available for registration only".

registering for an activity



Find the activity you wish to register for and, while viewing the activity **DETAILS**, click the **ADD** button.

NOTE: If the **ADD** button is not available, then this activity is not available online. When **MY**

ACCOUNT page appears,

log in with your Client ID and pin number. When the **MY BASKET** page appears, click on the **SELECT A CLIENT** dropdown box and select the person in your account that you wish to register. Click on **CONTINUE SHOPPING** to continue adding to My Basket. When finished, click on **GO TO CHECKOUT**.

NOTE: You must accept waiver to move on to pay for classes. Enter your credit card information at the bottom of the page and click **COMPLETE TRANSACTION**. A receipt will be displayed if the registration is successful. Press **PRINT** to print the page.

WAITLIST: If the course is full, the **ADD** button will not be displayed. Click on **WAITLIST**, select a **CLIENT**. Go to checkout and print page.

surpriseaz.gov

account information

CHANGING YOUR PIN NUMBER

You may change your pin # as often as you wish. Click on **MY ACCOUNT** and log in. Click on the **CHANGE ACCOUNT PIN** button. Enter your old account PIN. Enter a new Account PIN (must be between 4 and 8 numbers). Re-enter the new PIN. Click on the **CHANGE** button.

MAKING A PAYMENT

If you are in a program where you have a weekly or monthly fee, you may make your payments online. Click on the **MY ACCOUNT** page and log in with Client ID and pin #. Click on the **MAKE A PAYMENT** button. Enter your credit card information and amount you wish to pay. Click on the **APPLY PAYMENT** button. A receipt will be displayed if the payment is successful.

FORGOT MY CLIENT ID AND PIN

Click on the **FORGOT MY PASSWORD** link on home page. Enter your email address as it has been saved in the database. Click on the **GO** button. An email will be sent to your email address with the information.

NOTE: This function will only work if an email address is entered for the account in the database.



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CITY OF SURPRISE

Community and Recreation Services
15960 N. Bullard Ave.
Surprise, AZ 85374

Website: surpriseaz.gov

Phone: 623.222.2000

Fax: 623.222.2001

E-mail: recreation@surpriseaz.gov

Office Hours: Monday-Thursday 7am-6pm